The Case of the Disappearing Documents: the Capture and Curation of Current University Records

Susan Graham
University of Edinburgh
Agenda

- Context
- What we did
- Results
- Next steps
- Key learning points
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Policy and Planning Department

• Supports Principal, University Secretary & Academic Registrar
• 45 staff
• Includes Records Management Section
• Only part of University to receive direct records management services
Records Management Arrangements

- Traditional paper-based registry
  - Where the old records go
- MS Office
- Decline in recordkeeping culture
  - Volume of records for filing had plummeted
  - Local files
  - New staff not using registry
  - Records electronic, not paper
  - Website filing
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Project requirements

• Critical records captured
• All records accessible to Principal/University Secretary
• Systems that support current business activities
• No cost involved
• Demonstrator project
New filing scheme

• For paper & electronic records
  – For work in progress as well as current records
  – Electronic folders on shared drive
  – File naming conventions
  – Document templates
• Retention schedule
  – Records destruction procedures
• Clear out your records weeks
Coming up

- Access restrictions
  - Paper easily protected
  - Electronic records more difficult
- Vital records
  - Scanning business critical paper records
- Digital preservation for records needed for more than 10 years
Our approach

- Board & customer team
- Detailed consultation in early stages
- “Bite size” training sessions
- Step-by-step user manual
- Detailed internal procedures
- Coaching
- Careful monitoring and QA
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Results

• Gradual progress
• Good response to functional filing scheme
• Volume of paper records unchanged
  – But users have changed
• Similar volumes of electronic records also being filed
  – But different records
• More information being deleted
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Next steps

• Monitor usage of new systems
  – Identify areas for further development
  – Coaching for low users
• Set up templates etc as default option
• Records database
  – Everything to date delivered using spreadsheets and web pages
• More training on advanced aspects of system
Key learning points

- Management buy in critical
- Reliant on co-operation of individuals
  - Make things as little work as possible
  - “Personal touch”
- Access issues core to acceptance
- Demonstrates benefits of an EDRMS
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Susan Graham

susan.graham@ed.ac.uk
www.recordsmanagement.ed.ac.uk